



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION DEPUTY DIRECTOR HUMAN SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
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GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position assists the Director in the overall management and administration of the Department of Human Services and serves as Director as needed. Provides departmental leadership and is responsible for developing and administering programs and systems to support and promote high performance strategies and to meet organizational needs, vision and values. Reports to the Director of Human Services.

ESSENTIAL JOB FUNCTIONS

Assists with the administrative oversight for departmental activities and functions; responsible for day-to-day supervision of division managers and coordinates the department's work production; and advises and assists in developing the departmental direction, priorities, goals and objectives to meet City, departmental and state human services needs.

Responsible for the effective supervision and administration to include budget preparation and monitoring expenditures, staff development and training, succession planning, performance management, employee relations, prioritizing and assigning work and related activities.

Advises and assists with establishing and implementing internal departmental organization and management systems to effectively meet operating goals and objectives; developing and evaluating internal policies, operating procedures and staff organization to effectively carry out departmental operations and overseeing and coordinating the department's annual operating budget.

Establishes systems for ensuring City and departmental personnel policies and procedures are appropriately administered; assists with departmental human resources functions, to include employee relations and staff development programs and develops departmental strategic plans, research and evaluations.

Reviews all relevant documents, contracts, and other materials; ensures supporting materials are correct and included; researches information requested by the City Manager's Office and other City officials; directs studies in a variety of areas and prepares and presents reports and recommendations to City officials. Coordinates completion of and reviews detailed reports, position papers, recommendations, written correspondence, and other documents to respond to requests.

Assists with strategic planning, research, studies and special projects; responds to inquiries related to human services programs and agency policies; coordinates completion of and reviews detailed reports, position papers, recommendations, written correspondence, and other documentation.

Participates on agency management teams to provide input into the development and implementation of agency policies; serves as a liaison to federal, state and local agencies, state communities, professional boards and task force groups.

Provides training and technical assistance to community organizations; facilitates inter-agency discussions to foster collaboration and to develop and coordinate resources that respond to community needs. Monitors and analyzes the effectiveness of service delivery within department.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Human Services and Administration – Thorough knowledge of human services principles and practices including related federal, state and local agencies, organizations and regulations affecting human service programs. Knowledge of programs, social economic trends and behaviors that impact the delivery of human services. General knowledge of municipal organization and operations.
- Human Resources – Knowledge of human resources and modern business principles, theories and practices to include Strategic Planning, FLSA, FMLA and related laws and regulations. Knowledge of organizational development including training principles and practices and recruitment and selection.
- Management of Personnel – Knowledge of leadership techniques, principles and procedures to assign, schedule, supervise, train and evaluate the work of assigned staff. Knowledge of office systems, practices and administration.
- Customer Service – Thorough knowledge of principles and processes for providing customer services. This includes setting and meeting quality standards for services and evaluation of customer satisfaction.

REQUIRED SKILLS

- Critical Thinking – Using logic and reasoning to understand, analyze, and evaluate complex situations and then to research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation.
- Judgment/Decision Making – Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.
- Interpersonal Relationships – Develops and maintains cooperative and professional relationships with employees, managers, and representatives from other departments and organizations. Shares knowledge with staff for mutual and departmental benefit.

REQUIRED ABILITIES

- **Coordination of Work** – Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Attends and maintains a calendar for meetings, deadlines and events. Performs a broad range of supervisory responsibilities over others.
- **Communication** – Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally or in writing. Ability to handle a variety of human resources issues with tact and diplomacy in a confidential manner.
- **Accounting and Budgeting** – Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of financial data.

EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in Public Administration, Human Services, Social Work or a related field and 5-7 years of progressively responsible management and supervisory experience in human services or a related field or an equivalent combination of education and experience. A Master's Degree is desirable.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.